

Transcript; Sheryl Washburn 5/25/00

UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

In the Matter of:

M.S. NIEUW AMSTERDAM
TARR INLET, ALASKA 5/23/00

Recorded Interview of SHERYL WASHBURN.

²⁵
May 24, 2000
~~JANUARY~~
Tarr Inlet, Alaska
Bartlett Regional Hospital

BEFORE:

^{NCE}
GARY OBBEY
Investigator

ORIGINAL

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Sheryl Washburn

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2 THE INVESTIGATOR: I am with Sheryl Washburn.
3 She is the Patient Care Administrator of Bartlett
4 Regional Hospital. And I have asked her, gotten her
5 permission to ask her a few questions about the
6 hospital's emergency response.

7 And I also got her authorization to tape it.

8 E X A M I N A T I O N

9 BY THE INVESTIGATOR:

10 Q What I would like to do is, first of all,
11 Sheryl, can you describe your duty title, or talk about
12 your duty title and also your responsibilities?

13 A Okay. As patient care administrator of the
14 hospital, I'm responsible for all of the clinical
15 services in the hospital, which includes all of nursing
16 and all of the ancillary departments, such as
17 radiology, laboratory, pharmacy, rehabilitation
18 services, social services, and nutrition services.

19 Q How were you notified of the fire, of the
20 ^{Holland}~~Home~~ America accident?

21 A Our emergency room physician on duty that day
22 received a call and I am not sure from whom -- my guess
23 is probably from the Coast Guard -- that ^{there}~~their~~ had been
24 an explosion or fire on the New Amsterdam and we would
25 possibly be getting some patients.

1 I'm not sure of the exact time. I think it
2 was around 11 o'clock.

3 He, in turn, contacted the house supervisor,
4 who is the person in charge of coordinating all of the
5 activities in the hospital at any given moment.

6 And she, in turn, notified me that this was
7 occurring and that we may have to activate our External
8 Disaster Plan.

9 At that time, she didn't have any awareness
10 of the number, of the extent of the problem or the
11 number of patients. It was just a heads up basically
12 to say we may have a big problem on our hands.

13 Q Does that pretty much follow as to your
14 emergency plan that calls -- when you go into the
15 emergency?

16 A Yes, exactly. The ER is staffed with a
17 physician and staff obviously 24 hours a day. And,
18 pretty typically, if there is a major external
19 disaster, the call goes there.

20 The other option could be that it would go to
21 our main switchboard. Either way, then the ^{house} supervisor
22 is the one notified and he or she, in conjunction with
23 administration, is responsible for activating the plan.

24 Q By what I understand, you do have an
25 emergency plan.

1 A Yes, we sure do.

2 Q Does it cover major disasters in the sense of
3 numbers of injured as well as fatalities?

4 A It's intended to cover all kinds of external
5 disasters, which could be something like this, with a
6 number of patients. And it could be a motor vehicle
7 accident that involves a number of patients.

8 And what it does is alert us to basically
9 needing a lot more resources to take care of the
10 patients that we have. So it's based both on what
11 occurred and how many patients as well as maybe the
12 critical nature of their care.

13 Q How often do you exercise internally your
14 emergency plan, as well as how often do you exercise it
15 externally?

16 By that, I mean with other agencies.

17 A We exercise it at least twice a year
18 internally. And one of those needs to be an actual
19 drill going through the activities of our response in
20 an external major disaster kind of activity.

21 We most recently did that in I think it was
22 March. There was a --

23 Q March of?

24 A March of 2000. It was a large contingent,
25 folks in town, including EMS. And the Coast Guard was

1 involved, and I don't recall who all else, were having
2 a meeting and tied that to an external disaster event,
3 which was a downed plane.

4 And virtually every emergency, potential
5 emergency provider in Juneau was involved in that. The
6 fire department. We were involved. The Coast Guard.
7 Police Department. Everyone.

8 And, at that time, we were literally brought
9 patients with supposed injuries and all of that. So,
10 we tested our system.

11 Q Can I get a copy of your plan?

12 A You bet, yes.

13 THE INVESTIGATOR: Is there anything else
14 that you want to add about I guess your perspective, or
15 your perspective from what you may have heard from your
16 staff, perspective on this accident?

17 MS. WASHBURN: I honestly can't think of
18 anything, Gary. We were extremely busy that day with a
19 lot of tourists off of other ships. And we were
20 greatly relieved when we found out this was only going
21 to involve one gentleman.

22 And it turned out well for him and us. So I
23 was happy about that.

24 THE INVESTIGATOR: I do need to say, as I
25 said before, that Carl and his wife, during my

1 interview yesterday with them, that they said great
2 things about your staff and the hospital and really
3 commending you all for the treatment that they had
4 through this experience.

5 Well, that concludes this interview unless
6 you have anything else.

7 MS. WASHBURN: Not a thing.

8 THE INVESTIGATOR: Okay. Thank you.

9 MS. WASHBURN: Thanks.

10 (Whereupon, the taped interview concluded.)

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REPORTER'S CERTIFICATE

This is to certify that the attached
proceedings before: NTSB

In the Matter of: LIVE TAPE INTERVIEWS

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